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Minutes of the Information Management Panel
Friday, January 14, 2005

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Bruce called the meeting to order at 1:30 p.m.
Present: Supervisors Genia Bruce (chair), Jim Behrend and Bill Mitchell. **Absent:** Supervisor Duane Paulson and Citizen Keith Pickens.
Also Present: Information Systems Manager Michael Biagioli, Chief of Staff Lee Esler, Systems Technology Administrator Dave Broker, Web Master John Zur, Purchasing Manager Susan Connelly, Office Services Coordinator Windy Jicha.

Approve Minutes of December 10, 2004
MOTION: Mitchell moved, Behrend second, to approve the meeting minutes of December 10, 2004. Motion carried: 3-0.

Future Agenda Items
- Report on how the Spillman System is working for the Sheriff's Department and District Attorney's Office.
- Update on the City of Brookfield's transition to the Waukesha County Communications Center.

Next Meeting Date
- February 4th at 8:30 a.m.

Report on Outsourced Help Desk Service Level Compliance with STI
Broker distributed and reviewed a handout titled "The Past and the Future Waukesha County Customer Care Center" dated January 14, 2005.

Mitchell asked if there's a penalty if CompuCom doesn't meet the parameters? Broker said there are set penalties if they do not meet the set time limits. They can be penalized a set number of calls per incident.

Biagioli said we have tightened the Service Level Agreements (SLAs) for this contract. Broker said whether or not they meet their SLAs depends on the skill of the person on the phone. Biagioli said in 1999 a study was done to find out how many internal staff are needed to effectively run a help desk for Waukesha County. It was determined that seven FTEs were needed to properly staff a help desk. Outsourcing this services costs significantly less than paying seven FTEs salaries and benefits.

Esler said under the CompuCom contract, the calls cost less. The original contract with STI had a higher call volume and average cost per call. Was there something wrong with our STI contract that had us paying a higher rate? Broker said in the past we had one person at the county working our help desk from 8 a.m. to 4 p.m. This person was supposed to keep track of the number and types of service calls but she was too busy to properly document her tasks. From the documents we had, we estimated 890 calls were made per month to the help desk.

Biagioli said help desk calls can be counted as incidents or on a per call basis. The typical type of call is "I forgot my password." We have put processes in place to help people solve simple problems themselves so fewer calls are made to the help desk. Our contract with CompuCom will be structured differently than our contract with STI.

Update on Communication Center Activation Project

Biagioli distributed and reviewed a handout titled Public Safety System Project update January 14, 2005. Even though Big Bend and Mukwonago paid to join the Communication Center up front, they have decided not to be dispatched out of it. They do want to have remote access to view the LAW records even though none of their communities' incidents will be tracked in the system. On February 21, the City of Brookfield will be converted to the current dispatch system. The LAW records will be converted at 8 a.m. and at 9 a.m. the City of Brookfield goes live. Effective February 28, all 29 participating municipalities/departments will be converted to the new Public Safety System.

Biagioli said the Fire/EMS Protocol Committee, Police Protocol Committees and the Dispatch Operations Commission are satisfied that all identified CAD-related issues have been addressed. In March, Waukesha County will begin formal discussions with Spillman to upgrade the software. This would address a number of the operational workarounds currently in-place for CAD processing. We provided Spillman Technologies with a list of future enhancement requests that would benefit Waukesha County.

Esler asked what is the possibility of GIS verification reaching 100%? Biagioli said we probably won't ever reach 100%. Inaccurate data entry and misinformation from callers are both considered errors in the system. You can continue to improve but there is little chance we could ever reach 100%. We need to continue working with municipalities to be as accurate as possible. If an address doesn't GEO verify, the address is researched and dealt with accordingly.

Update on Deployment of SAMS for Senior Services
Biagioli said SAMS, by Synergy Systems, is a case management system used in Senior Services. Originally Senior Services was set up to use the same case management system that is presently being implemented in HHS. Since the HHS system has been delayed for an extended length of time and since the Senior Services system was about to die, Senior Services asked to be taken out of the HHS case management system project. Senior Services is exempt from HIPAA requirements so they are able to use this software for case management. Before launching the system in 2004, we needed to work out some issues with Synergy Systems. Biagioli said he anticipates this will be wrapped up by April. This system will be brought up in a Citirix environment, which will give the department true portability. Staff will be able to access it from PCs in and outside of county buildings.

Update on Avatar PM Module Implementation for Health and Human Services
Biagioli distributed a Milwaukee Journal Sentinel article dated January 14, 2005 titled, "County Might Seek Money from Billing System Contractor." Biagioli said we've been working a long time to solve the issue with the EDI and family billing pieces. As of now, Creative Socio-Medics (CSM) has resolved all 837 issues in the fourth quarter of 2004 related to the EDI component. We can electronically bill the state and federal governments for Medicare and Medicaid claims but some claims are still being submitted manually. HHS anticipates they will not lose any funds and will be completed reimbursed for all electronically submitted claims to the state and federal governments. We are not anticipating any additional problems with this piece however the private pay part is an ongoing issue. CSM is now working on generating an invoice that can be sent to private pay clients. These clients should receive a monthly invoice with their outstanding balance. Clients have been notified two to three times with estimates of what they owe the county. Some clients have paid while others have not because they have not received an actual invoice. CSM has committed to completing this piece by February 14. Biagioli said he was unsure how long it would take Waukesha County to review it once we get it. Once it is done, clients will get invoices and a letter from Collections letting them know we will work with them on payments. We haven't collected on these bills for 15 months and we don't know how much will come in. We anticipate some will not be paid. We will not get rid of this package. We need to decide how much the county owes CSM.

Mitchell said we need to be stricter when writing contracts so companies not living up to their promises will pay penalties. We shouldn't be hurt because CSM is trying to grow their business in Wisconsin.

Discuss Ordinance to Approve Membership in Wisconsin Local Government Telecommunications Coalition (WTCO)
Biagioli distributed a fact sheet on WTCO and a list of municipalities that have submitted applications or signed membership agreements for the organization. Representatives from the law firm of Whyte Hirschboeck Dudeck will make a presentation on the WTCO and benefits of membership at the Executive Committee meeting on Monday. WTCO is a statewide, membership-based organization formed to provide local governments a level playing field when dealing with telecommunications providers and the State of Wisconsin. The Coalition will seek to get fair pricing on telecommunications and work together to share technological advances in telecommunications. They will pool our resources to get the best services and prices available.

Mitchell said he doesn't have a problem with WTCO. He's suspicious how much we will charged for work done in the past. He is also concerned with the exit strategy presented in the contract. Biagioli said he and Corporation Counsel are comfortable with the new agreement that was written.

Esler said on Monday, attorneys from Whyte Hirschboeck Dudeck will be at the Executive Committee meeting making a presentation on the WTCO with support from staff. The attorneys are under the elusion this will be confidential. The law firm needs to know that everything they give us is public record. Esler said he wonders why we are not getting all the documentation we are supposed to get according to the agreement? He is going to let the Executive Committee know they do not have all the necessary documentation. Biagioli said Esler can call the Whyte Hirschboeck Dudeck and get any information he needs from them. Esler said he would contact our Corporation Counsel for the information.

Demonstration of Purchasing Web Site
Zur said they are working on adding some features to the Purchasing Department Website to allow vendors to respond to bids and RFP requests online versus a mail response. In the past the site allowed vendors to register online to receive email notice when bids were released.

Zur gave the Panel a tour of the Website. Vendors who do not register on the Website can see bids and RFPs but will not be able to create an electronic response. The system walks the vendor through the bid process. In the end, the system will print a signature sheet for the potential vendor to sign and return via fax to the county. Users can download forms, complete the required information, save it to their local/network drive and then upload their response.

Mitchell asked can businesses respond even if they don't meet all the requirements? Zur said that is correct.

Zur said users can add additional electronic documents such as brochures if they choose. We are still trying to find out from the state what is required for an electronic signature. Until we do, we will require them to sign and fax the signature sheet to the county. The system will allow users to view the documents they submitted to the county and retract their responses before the opening date.

Zur said registered vendors will get email notification if an amendment was added to a bid after submission and if more information needs to be resubmitted. During the process Purchasing can see how many responses are building up in the queue but not until after the opening date they can view responses. Zur said all information will be visible once the bid is closed and/or awarded. The public will be able to see the bid documents once the bid is closed.

Mitchell asked if vendors can see who has responded to date? Zur said no they cannot. Once a company is registered, multiple sales representatives from that company can login to the website but they cannot see

each other's responses. We are working to get the vendor who audits our security to test this site. We will address any issues they bring forward and set the go live date after we get the results.

Mitchell asked for the RFP process, will you require for hard copies or print everything off? Connelly said that hasn't been decided yet. She has money in her budget to print everything out. We will start this process in waves starting with the smaller bids first correcting errors as we go.

Bruce said she likes that it levels the playing field for vendors because all the responses will look the same. Biagioli said some packages will look different if users add electronic documents. Connelly said what companies send in depends on their sophistication. We have the system internally and have also brought users to test it. There were various degrees of comfort. Users can email or call purchasing with questions.

Zur said the system is backed up nightly. If users submit data in the morning and the server crashes before it is backed up, users will have their fax sheet for submission verification but their electronic records will be lost. We will know there's a problem if we get a signed fax sheet that doesn't match records in our system. Connelly said we are working with Corporation Counsel on language to add to the site for these instances.

Motion to Adjourn
MOTION: Behrend moved, Mitchell second, to adjourn the meeting at 2:45 p.m. Motion carried: 3 - 0.

 Respectfully submitted,

Duane E. Paulson, Secretary
Information Management Panel

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